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supports and services  
THAT FOSTER self-determination.



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[www.dmh.mo.gov/dd](http://dmh.mo.gov/dd) MISSOURI DEPARTMENT OF MENTAL HEALTH

*If you want to learn more visit the  
Missouri Division of DD website*

<http://dmh.mo.gov/dd/>



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MISSOURI DEPARTMENT OF MENTAL HEALTH

# Missouri Quality Outcomes



**A GUIDE FOR INDIVIDUALS  
AND FAMILIES**



## What are the Missouri Quality Outcomes?

*The Missouri Quality Outcomes (MOQO) were developed in the 1990's, in an effort to emphasize quality of life for individuals receiving services and supports from the Missouri Division of Developmental Disabilities.*

*The Missouri Quality Outcomes are intended to be a guide to assist the user with facilitating discussion around key areas of importance to the individual and supporting their personal goals, dreams and other areas of interest to the individual that defines quality of life.*

## Talking Points:

### For Families:

- What are the strengths you see in your family member?
- Do you have the information you need to promote self-determination for your family member?
- What are your family member's future goals?
- How do you promote independence in the life of your family member?
- Do you have a long-term plan in place if you are unable to provide care for your family member?

### For Individual:

- Do you have the information you need to promote self-determination in a way that is meaningful to you?
- How does your family encourage you to find and keep friendships?
- How does your family encourage you to make your own life decisions?
- How does your family encourage you to set personal goals that are meaningful to you and follow through on them?
- Share at least one story of a time your family allowed you to take a risk or try something new without interfering?
- What chores do you have within your home? What other responsibilities do you have in your home?

# **Missouri Quality Outcome**

## **Supports to Families**

**Families are Provided with Knowledge that Empowers them to Facilitate Opportunities for the Individual's Self-Determination Throughout the Course of His or Her Life.**



### **ABOUT THIS OUTCOME**

This outcome focuses on information presented to family members to educate them in the process of self-determination. Families provide support and insight that will assist their family member in leading a self-determined life including making choices, setting goals, assuming responsibility, and driving how one's own life is lived. Families are integral in the development of a person's independent and interdependent capacities.

**This Guide will help you understand the 7 areas of the Missouri Quality Outcomes**

### **Why Change?**

In 2015 the MOQO were changed because of request for:

- More modern and user friendly document and outcomes. Which can be used in conjunction with “Charting the Life Course” guide developed by UMKC Institute for Human Development;
- New Federal regulations around Self-Determination and Home and Community Based Services;
- The ability to measure quality through annual data collected by the Division of Developmental Disabilities.

## Use this guide to:

- *to facilitate discussion to support individuals personal goals, dreams and other areas of interest to the individual, that defines quality of life.*
- *promote continuous quality of life with supports and services provided.*

### Talking Points

*These are to be utilized to encourage discussion.*



**Visit MO Family to  
Family to learn more  
about  
"Charting Your Life  
Course"  
[mofamilytofamily.org](http://mofamilytofamily.org)**

\*Icons taken from [www.lifecoursetools.com](http://www.lifecoursetools.com) , a free online resource from Missouri Family to Family © UMKC Institute for Human Development, UCEDD 2012-2014

## Talking Points:

- Have you participated in People First, Project STIR or other self-advocacy group?
- Do you attend self-advocacy trainings?
- Do you attend meetings related to causes you support?
- Have you voted in an election?  
If not, why not?
- If you have a guardian, do you feel he/she includes you in decisions?
- If not, do you feel capable of making your own choices and exercising your rights without any support?
- If needed, do you have people around you who you trust to help you make choices and exercise your rights?

# Missouri Quality Outcome

## Citizenship & Advocacy

**People Have Opportunities to Advocate for Themselves, Others and Causes They Believe In, including Personal Goals and Dreams**



### ABOUT THIS OUTCOME

This outcome emphasizes the importance of self-advocacy. Training and ongoing support are often time requires to assist an individual in developing their self-advocacy skills.

### Icons\*

*Each MOQO has a correlating “Charting the Life Course” icon to assist in using the guides together.*

-  Daily Life
-  Community Living
-  Social Spirituality
-  Healthy Living
-  Safety & Security
-  Citizenship & Advocacy
-  Supports to Families

# Missouri Quality Outcome

## Daily Life

### *People Participate in Meaningful Daily Activities of Their Choice*



#### **ABOUT THIS OUTCOME**

This outcome is designed to support individuals to make informed choices and encourage self-determination in pursuing daily activities of their choice while exploring the full range of options; including employment, volunteering, use of free time and participating in activities of their choice. Outcomes/Supports should be individualized to assist in achieving maximum potential.

## Talking Points:

- Do you feel safe in your home? If not, what would make you feel safe?
- Does your home have safety equipment like smoke alarms, fire extinguishers and Co2 detectors? Do you participate in emergency drills/plans?
- Do you feel safe in your neighborhood? If not, what are some of the things you do to keep safe in your home?
- What are some of the things you do to keep safe in your community?
- Do you understand your rights? (Example: Can you share what your rights are? Has the DDD Rights brochure been shared with you? )
- Are there any restrictions on your life that you feel are not fair, like not being able to use the phone, or have friends over or being by yourself when you want to? If so, are you aware of due process?
- If there is a problem, who do you tell? What if the person you tell is part of the problem?
- Have you ever felt mistreated? Did you report it? Was the problem solved?
- Do you have privacy in your home?
- Is your personal business kept private?



# Missouri Quality Outcome

## Safety & Security

**People are Educated about  
Their Rights and Practice  
Strategies to Promote Their  
Safety and Security**



### **ABOUT THIS OUTCOME**

This outcome emphasizes individuals living free from harm, being educated about their rights and living in healthy environments where safety and security are a high priority, while supporting the individual's rights to live independently, make personal choices and take some risks.

## Talking Points:

- Do you have people who explain options and choices in a way that makes sense to you?
- Do these explanations help you make informed decisions about your options?
- When was the last time you tried something new?
- Would you like to try something new?
- What needs to happen in order for you to try something new?
- Have you had the chance to explore a variety of opportunities to determine areas of interest?
- How do you spend your day?
- What do you like most/least about your day?

# Missouri Quality Outcome

## Community Living

***People Live in Communities  
They Choose, with Whom They  
Choose an in Homes and  
Environments Designed to  
Meet Their Needs***



### **ABOUT THIS OUTCOME**

This outcome emphasizes individuals being leaders in selecting the community and home of their choice. The home is designed to meet the individual's unique needs. Individuals actively choose who they live with and where.

## Talking Points:

- Who are the doctors you go to? Are you comfortable talking with your doctors?
- Does your doctor help you to understand about your health? Does your doctor listen to your concerns?
- How did you go about deciding which doctors to go to?
- Do you have someone who goes to the doctor with you? Do you have someone who helps you remember your doctor appointments?
- Do you make a list of questions for the next time you see your doctor?
- Do you take any medicines? If so, do you know what each medicine is for?
- How do you let others know when you are not feeling well?
- What do you do to stay healthy?
- Do you have an exercise you enjoy? How often do you exercise?



# Missouri Quality Outcome

## Healthy Living

**People Are Able to Choose Health/Mental Health Resources and Are Supported in Making Informed Decisions regarding their Health and Well-Being**



### ABOUT THIS OUTCOME

This outcome emphasizes the individual's right to receive physical, emotional and mental health care from the practitioner of their choice. Individuals receive information and education on ways to maintain their health and well-being. Individuals are supported in making healthy choices.

## Talking Points:

- Did you choose this community? Did you choose your home? Did you choose who you live with (if applicable)?
- What made you choose this community?
- What made you choose this home?
- Are you satisfied with your home? Does it reflect who you are and what is important to you?
- Are there adaptations in your home to fit your needs? If not, are they needed? *(examples may include lighting that is sensitive to seizures, or other things that make the home accommodating to the individual's needs)*

# Missouri Quality Outcome

## Social Spirituality

***People Are Active Members of Their Communities While Determining Valued Roles and Relationships through Self-Determination***



### **ABOUT THIS OUTCOME**

This outcome is about presence and participation in the community, based on interests determined by the individual. Individuals are integrated into their community, including community service, in the same ways as neighbors and fellow community members. Individuals have natural supports in their lives and relationships that are not based on their disabilities.

## Talking Points:

- Do you know about community activities and choose which ones to participate in?
- Do you have the support you need to participate in these community activities?
- Are you able to get to community activities of interest?
- Do you have the support you need to develop and maintain relationships with other community members?
- Are you a regular member of a church, social group and/or community organization that is not related to having a disability?
- Do you spend time with people in your community who are not paid to provide you with support services?
- Do you enjoy community activities (such as shopping, going out to eat, etc )and are you able to do these activities?
- Are you supported to explore and practice your religious beliefs?